

FIG. 1

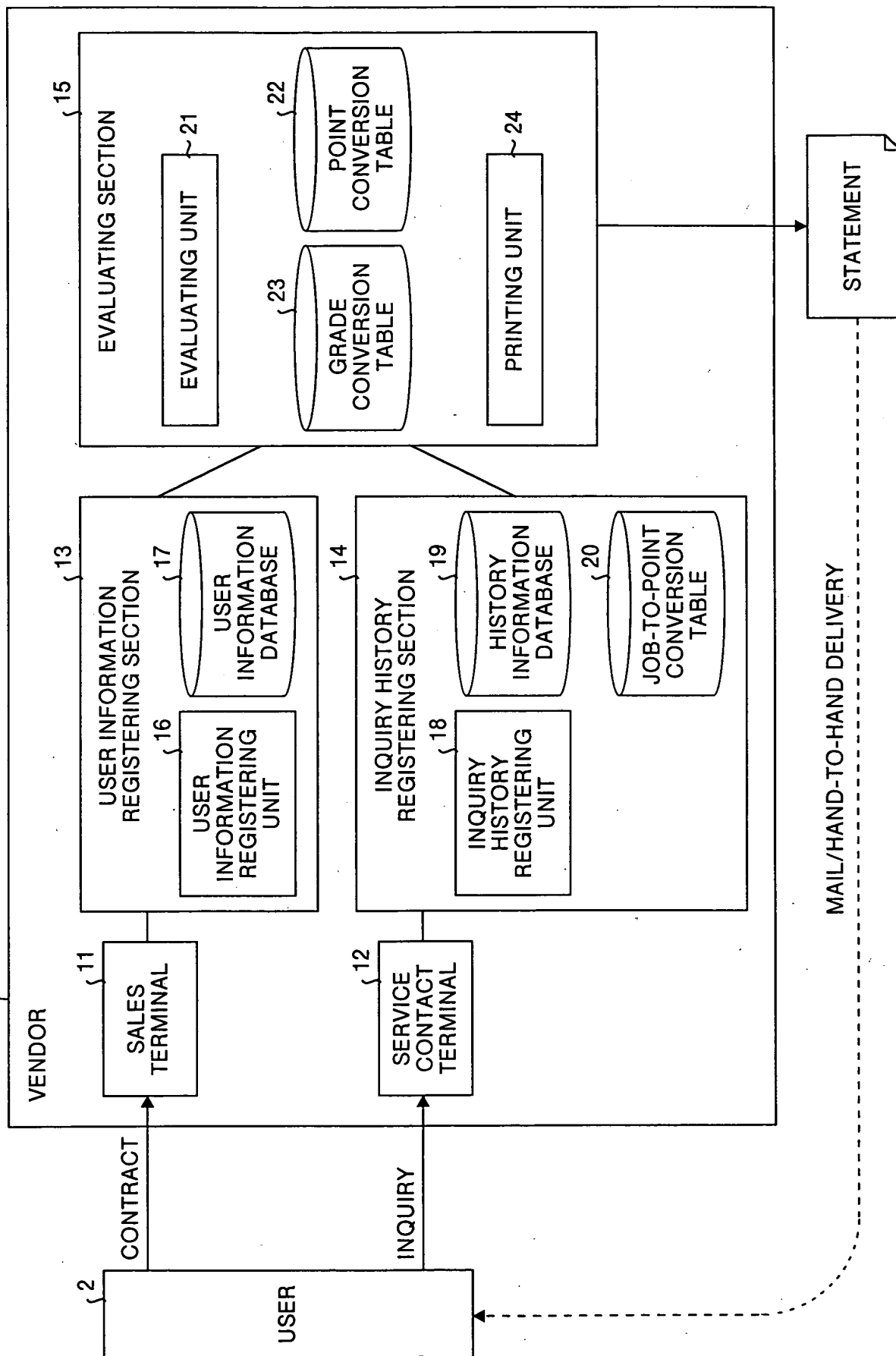


FIG.2

USER NAME	EFFECTIVE DATE OF CONTRACT	PERSON-IN-CHARGE	CUSTOMER ADDRESS	CURRENT GRADE	NUMBER OF CONTRACT RENEWALS	PURCHASED DEVICE/ SOFTWARE NAMES	DATE OF PURCHASE	FREE WARRANTY PERIOD
FUJITSU CORP.	H11.12.05	FUJITSU TARO	OMIYA, SAITAMA	5th	2	FMV	H11.12.05	1 YEAR
						OASYS	H12.09.05	—

FIG.3

USER NAME	DATE OF OCCURRENCE	PERSON-IN-CHARGE	DEVICE/ SOFTWARE NAMES	CATEGORY	CONTENTS	RESPONDING ACTIVITY	AMOUNT	POINTS
FUJITSU CORP.	H12.09.05	FUJITSU TARO	HD	PURCHASE OF HARDWARE	ADD DISK	PURCHASE OF COMPONENT	¥10,000	2
FUJITSU CORP.	H12.09.06	FUJITSU TARO	FMV	INQUIRY OF SOFTWARE	INSTALL METHOD	REPLY (RANK E)		
FUJITSU CORP.	H12.09.08	FUJITSU TARO	FMV	EXCHANGE OF HARDWARE	DISK FAILURE	EXCHANGE OF COMPONENT	¥15,000	18
				JOB ON SOFTWARE	OS INSTALL	JOB AT ON-SITE (RANK B)		

FIG.4

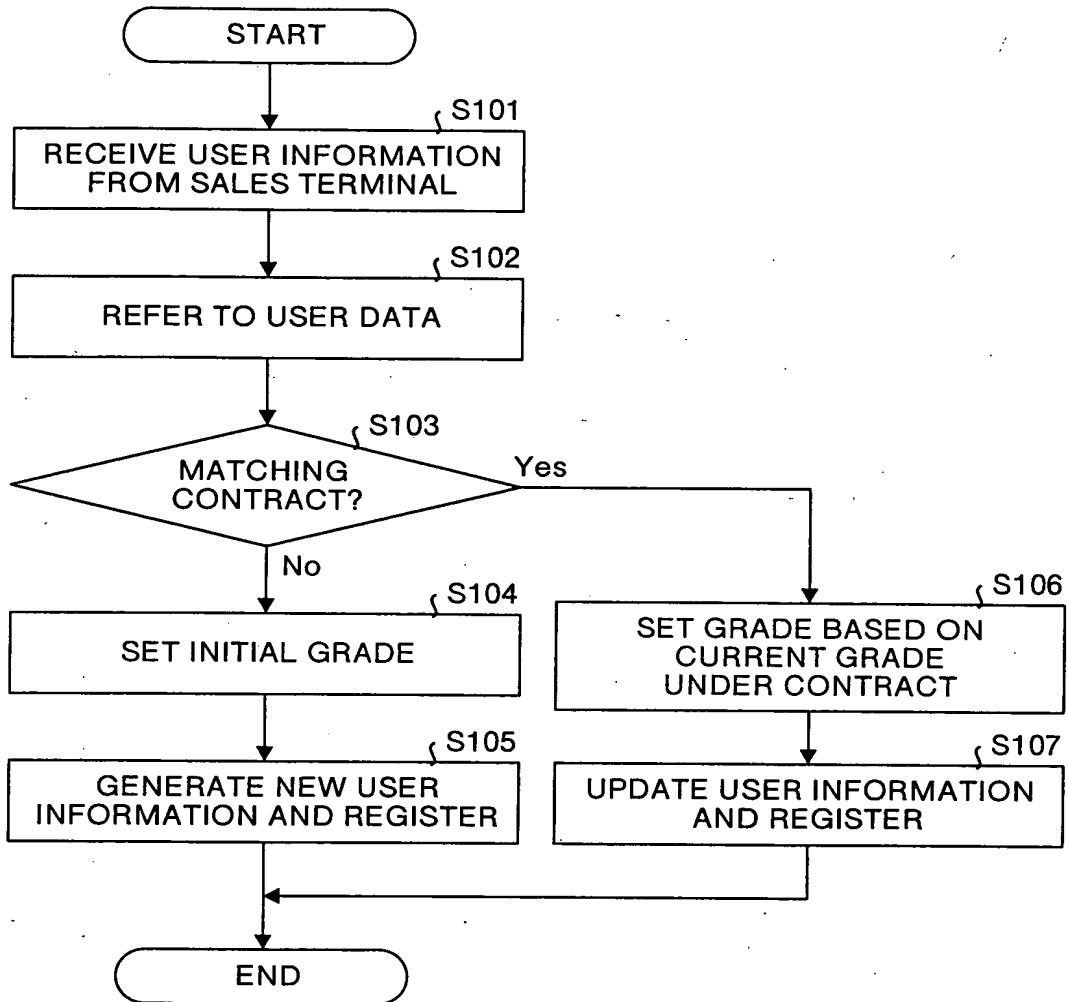


FIG.5

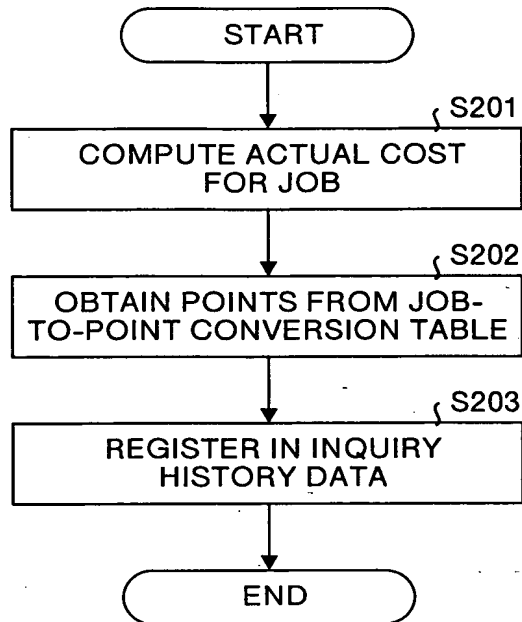


FIG.6

JOB CONTENTS				POINTS
SOFTWARE/INQUIRY	REPLY	RANK A		10
SOFTWARE/INQUIRY	REPLY	RANK B		8
SOFTWARE/INQUIRY	REPLY	RANK C		6
SOFTWARE/INQUIRY	REPLY	RANK D		4
SOFTWARE/INQUIRY	REPLY	RANK E		2
SOFTWARE/JOB	ON-SITE	RANK A		20
SOFTWARE/JOB	ON-SITE	RANK B		18
SOFTWARE/JOB	ON-SITE	RANK C		16
SOFTWARE/JOB	ON-SITE	RANK D		14
SOFTWARE/JOB	ON-SITE	RANK E		12
	.			.
	.			.
	.			.

FIG.7

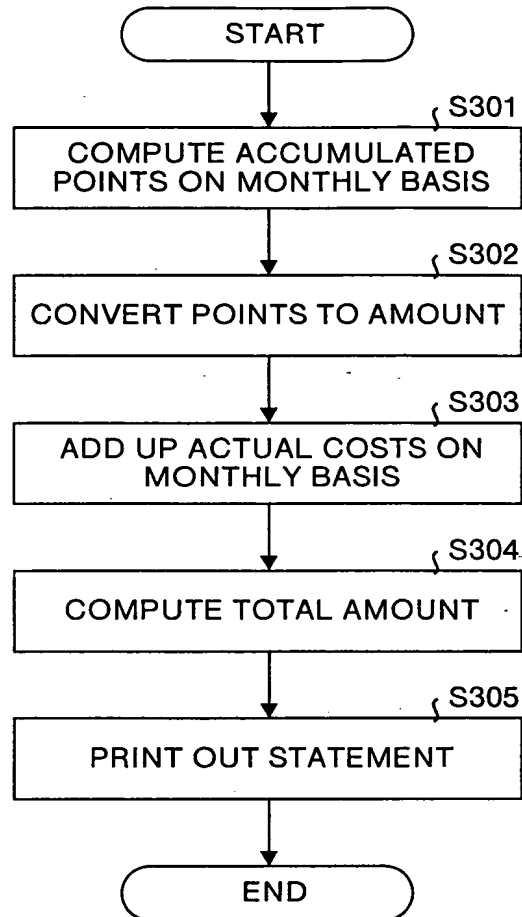
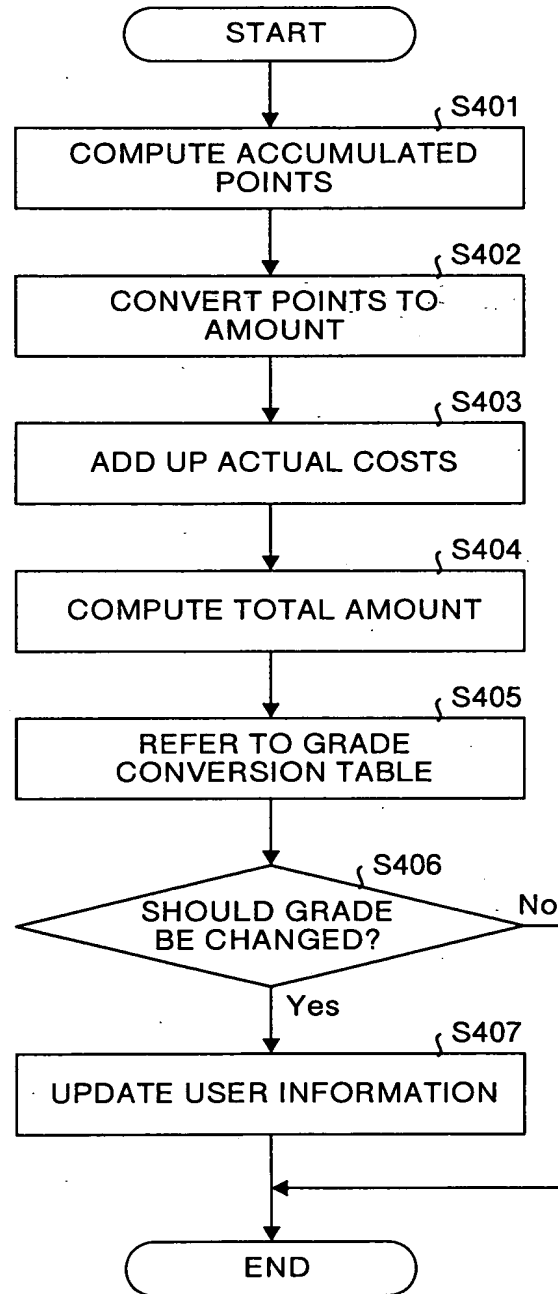


FIG.8

POINTS/GRADE	1	2	3	4	5	• • • • •
PER POINT	¥100	¥200	¥300	¥400	¥500	• • • • •



FIG.10



T06250" 90259860

FIG.11

ACCUMULATED AMOUNT/ PER SIX MONTHS	¥0~10,000	~¥30,000	~¥60,000	~¥150,000	¥150,000~
SHIFT IN GRADE	+2	+1	0	-1	-2